Anthony D'Angelo

ServiceNow Developer & Administrator | U.S. Army Veteran

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SUMMARY

ServiceNow Developer with an active Secret clearance and a background spanning enterprise platform development, Big 4 consulting, and U.S. Army officer service. Builds custom applications end-to-end, leads platform upgrades across multi-environment pipelines, and consistently resolves high-priority defects the broader team escalates as unresolvable. Recognized as a subject matter expert within the first year at EY. Former logistics officer who managed multimillion-dollar operations during an overseas deployment.

EXPERIENCE

ServiceNow Developer & Administrator
April 2023 - Present

Ernst & Young (EY) | Remote

– Built out a custom anonymous complaint intake application on top of an existing data model: Record Producers, Flow Designer automations, UI Actions, UI Policies, Client Scripts, Business Rules, Script Includes, and multi-portal configuration
– Sole developer for a full SPM module and Project Workspace implementation for a large healthcare client, including custom automated workflows, ACL architecture, and access management across multiple application scopes
– Selected as one of two developers to lead the platform upgrade from Xanadu to Zurich; managed update sets across Sandbox, Dev, Test, and Production with zero disruption to active workstreams
– Developed custom dynamic SLAs with deadline logic that adjusts based on case conditions; requirement had been escalated as unresolvable before being independently diagnosed and delivered
– Resolved several high-priority platform defects without escalating to ServiceNow HI support, including a MIME type aliasing issue that had blocked the team for over a week
– Built and maintained user interfaces across platform forms, Service Portal widgets, and UI Builder pages serving both internal staff and external-facing healthcare end users
– Created integrations between ServiceNow and external systems including inbound email actions, automated data routing, and REST-based workflows
– Supports four simultaneous workstreams handling maintenance, defect resolution, enhancements, and new feature development
– Recognized as ServiceNow SME within the first year; design patterns from one engagement adopted as standards by other workstreams
– Mentors junior developers on platform best practices, scripting patterns, and delivery efficiency

PEGA Developer & QA Analyst
September 2020 - April 2023

Skillstorm (Client: Ernst & Young) | Remote

– Client-facing developer embedded within EY engagements building government applications including the U.S. Army Reserve RPAMS and the Oklahoma Back to Work Incentive Program
– Fulfilled 96 development requests across multiple applications resulting in 4 major features and measurable performance improvements
– Analyzed 216 code changes to identify gaps in test coverage, then developed 32 regression test scenarios that improved application quality
– Delivered 17 UI enhancements optimizing layout responsiveness and usability across screen sizes
– Active participant in Agile/Scrum ceremonies; mentored junior developers and served as primary technical resource
– Hired directly by EY in April 2023 following strong contractor performance

Logistics Officer   December 2015 - September 2020
U.S. Army | Various Locations

– Deployed overseas as sole logistics coordinator for an entire compound, managing multimillion-dollar contracts with civilian agencies
– Established shipping procedures during an overseas deployment that reduced contract costs by $8 million
– Coordinated movement of 676 personnel and $19 million in equipment for a short-notice overseas deployment
– Managed a 19-person distribution team responsible for 139,992 gallons of fuel and $15 million in supplies with a 100% safety record across 102 hazardous-condition operations
– Oversaw operations, compliance inspections, and asset management for an organization of 2,976 personnel

TECHNICAL SKILLS

ServiceNow	Flow Designer, Record Producers, UI Builder, Service Portal, Widget Development, ACL Architecture, SLA Configuration, Business Rules, Client Scripts, Script Includes, UI Policies, UI Actions, Playbooks, Notifications, Update Set Management, ITSM, SPM, CMDB
Languages	JavaScript, HTML, CSS, Java
Platforms	PEGA, Supabase, Cloudflare, REST APIs
AI & Tools	Claude AI (API integration, prompt engineering), Agile/Scrum, Multi-Environment Promotion (SDLC)

EDUCATION

Bachelor of Arts, Psychology
University of Massachusetts Boston, 2015

CERTIFICATIONS & CLEARANCE

ServiceNow Certified System Administrator (CSA)

PEGA Certified Senior Systems Architect (CSSA)

PEGA Certified Systems Architect (CSA)

Active Secret Security Clearance

AWARDS & HONORS

Army Mission WOW Award
Ernst & Young, 2024 - Awarded to top performers for exceptional contributions to the Army IMCOM project

Commandant's List
U.S. Army - Top 10% of students at the Captain's Career Course

Distinguished Honor Graduate
U.S. Army, 2015 - Highest ranked graduate of the Basic Officer Leader Course

PERSONAL PROJECTS

Dudley ServiceNow Portal
Custom-branded Service Portal on a personal developer instance with dark/light theming, animated landing page, contact pipeline, and custom UX theme
ServiceNow Service Portal, Bootstrap, UX Themes, Flow Designer

Dudley AI
Personal AI assistant PWA with dedicated hubs for cooking, health, travel, career, and more
JavaScript, Supabase, Claude AI, Cloudflare

Butler Bearald AI
12-bot AI assistant system on Telegram with shared memory and personality-driven interactions
JavaScript, Claude AI, Supabase, Telegram Bot API